

Students

Loan Repayment

Chicago- IV & V

Money Maids

We clean up the mess, because you deserve the best!



Team Roster

*John Blomstrand, Anita Essex, Deborah Ann Fletcher,
Cynthia Franklin, Celia Jerro, JoAnne Jones, Linda LaCaze,
Mary Lewis (Team Leader), Thelma McKeever, Louis Polowniak,
William Pranchke (Sponsor), Erie Rescigno,
Jacquenette Thompson, Tasha Reece Walker*

Performance Score

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2 –2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	75.9	77.9			
	Other survey					
EMPLOYEE SATISFACTION		3.80	3.28			
UNIT COST TARGET	Your Contribution		\$1.46			
	Other					

Contributions

	<u>Status</u>	<u>Target Date</u>
1. Process all refunds and complete follow up within five (5) business days.	Ongoing	9/30/02
2. Process refunds with a 98% accuracy rate.	Ongoing	9/30/02
3. Reduce volume of 2 nd request and overdue refunds by 10% .		9/30/02
4. Reduce AWG refunds received from Atlanta by 25% .		9/30/02
5. Reduce multiple refunds sent out on one account.		9/30/02